

# **Westlands Water District SUPPLEMENTAL APPLICATION**

3130 N. Fresno St., P. O. Box 6056, Fresno, CA 93703 (559) 241-6236

## **CUSTOMER SERVICE REPRESENTATIVE**

**Please submit responses to the following questions along with your employment application no later than the final filing deadline. Your responses should be numbered and addressed on a separate sheet of paper.**

1. Describe your customer service experience and skills. Who were your customers, what types of information and/or service did you provide, was the contact in person or over the telephone?
2. Describe your experience with any type of customer information system which may include systems for billing or customer contact and rate your skill level from 1 to 5, with 5 being the highest.
3. Describe your experience evaluating, documenting, explaining, interpreting and applying applicable laws and regulations, rules, and policies, and processes.
4. Describe your knowledge of accounting, budget, and collections procedures and how you've applied this knowledge in the following areas:
  - a. Receiving and processing orders for goods or services.
  - b. Performing accounts receivable collections.
  - c. Processing cash receipts.
  - d. Maintaining accounting records and in journal entry preparation.
  - e. The curtailment or termination of service to a customer.
  - f. Organizing and completing projects and/or reports involving reconciliation of general ledger accounts with source data.
5. Do you possess 30 semester units including course work in Business Administration, Accounting, Agriculture, or a related field? ☐ Yes ☐ No

If yes, please list the course work titles, units, and the college or university where you completed the course work.

The District's conditional offer of employment includes your legal ability to work in the United States; passing a medical examination, which will include a drug screening; and verification of your employment history, education, training, and any licensing requirement. Do you foresee any issue to any of the above? ☐ Yes ☐ No If yes, please provide explanation.

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*Your submission of the information provided in the Supplemental Application certifies that it is true and correct to the best of your knowledge. You understand that any misrepresentation or falsification of information may result in failure to receive an offer of employment, or if you were hired, may result in discharge from employment. You agree that any of the statements you have made herein may be verified by Westlands Water District.*